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QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME Alternative Phone, Inc.

QUARTER / YEAR 3RD / 2010

	MONTH: <u>JUL</u>	<u>AUG</u>	<u>SEP</u>
Number of Customer Access Lines	<u>32</u>	<u>33</u>	<u>32</u>
New Service Applications Held over 30 Days	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>4/12%</u>	<u>3/9%</u>	<u>4/12%</u>
Customer Out of Service Clearing Times (%)	<u>100</u>	<u>100</u>	<u>100</u>
New Installs and Re-Installs Completed w/in 5 Days (%)	<u>100</u>	<u>100</u>	<u>100</u>
Commitments Fulfilled (%)	<u>100</u>	<u>100</u>	<u>100</u>
Number of Lifeline Customers	<u>22</u>	<u>23</u>	<u>21</u>

Comments / Explanations: _____

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